

2015 DURHAM CITY AND COUNTY RESIDENT SURVEY

Please take a few minutes to complete this survey. Your input is an important part of the City and County's on-going effort to identify and respond to resident concerns. If you have questions, please contact Durham One Call at (919) 560-1200 or the Durham County Tax Administration at (919) 560-0300. This survey is intended for Durham City and County resident's only.

Key: **City of Durham Addition** **Durham County Addition**

1. Major categories of services provided by the City and County are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	<i>How satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
A.	Overall quality of police protection	5	4	3	2	1	9
B.	Overall quality of sheriff protection	5	4	3	2	1	9
C.	Overall quality of fire protection and rescue services	5	4	3	2	1	9
D.	Response time for fire services	5	4	3	2	1	9
E.	Overall quality of EMS services	5	4	3	2	1	9
F.	Response time for EMS services	5	4	3	2	1	9
G.	Overall maintenance of streets in the City	5	4	3	2	1	9
H.	Overall flow of traffic in Durham	5	4	3	2	1	9
I.	Overall quality of the public transit system (GODURHAM, formerly DATA)	5	4	3	2	1	9
J.	Overall quality of water and sewer utilities	5	4	3	2	1	9
K.	Overall enforcement of codes and ordinances	5	4	3	2	1	9
L.	Overall quality of customer service you receive from City employees	5	4	3	2	1	9
M.	Overall quality of customer service you receive from County employees	5	4	3	2	1	9
N.	Overall effectiveness of communication with the public	5	4	3	2	1	9
O.	Overall quality of parks and recreation programs	5	4	3	2	1	9
P.	Overall quality of library services and programs	5	4	3	2	1	9

2. Which **THREE** of the items listed above do you think should receive the most emphasis from **City and County leaders over the next two years?** [Write the letters below for your top three choices using the letters from the list in Question 1].

1st. _____

2nd. _____

3rd. _____

3. Several items that may influence your perception of Durham are listed below. Please rate each item on a scale of 1 to 5 where 5 means "very satisfied" and 1 means "very dissatisfied."

	<i>How satisfied are you with:</i>	<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
A.	Overall quality of services provided by the City	5	4	3	2	1	9
B.	Overall quality of services provided by the County	5	4	3	2	1	9
C.	Overall appearance of Durham	5	4	3	2	1	9

D.	Overall management of development and growth	5	4	3	2	1	9
E.	Overall image of Durham	5	4	3	2	1	9
F.	Overall quality of life in Durham	5	4	3	2	1	9
G.	Overall quality of life in your neighborhood	5	4	3	2	1	9
H.	Overall ease of travel	5	4	3	2	1	9
I.	Overall value you receive for your local taxes and fees	5	4	3	2	1	9

4. Public Safety. Using a scale of 1 to 5 where 5 means “very safe” and 1 means “very unsafe,” please rate how safe you feel in the following situations:

<i>How safe do you feel:</i>		<i>Very Safe</i>	<i>Safe</i>	<i>Neutral</i>	<i>Unsafe</i>	<i>Very Unsafe</i>	<i>N/A</i>
A.	When walking alone in your neighborhood during the day	5	4	3	2	1	9
B.	When walking alone in your neighborhood at night	5	4	3	2	1	9
C.	When walking alone to the closest park from your home during the day	5	4	3	2	1	9
D.	When visiting recreation centers	5	4	3	2	1	9
E.	In downtown Durham	5	4	3	2	1	9
F.	In Durham overall	5	4	3	2	1	9
G.	When riding GoDurham (DATA)	5	4	3	2	1	9

5. Law Enforcement/Criminal Justice. Using a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied,” please rate how you feel regarding the following aspects:

<i>How satisfied are you with:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
A.	Overall police relationship with your community	5	4	3	2	1	9
B.	Overall sheriff deputy relationship with your community	5	4	3	2	1	9
C.	Animal control services	5	4	3	2	1	9
D.	Enforcement of drug laws/policies	5	4	3	2	1	9
E.	Law enforcement control of traffic safety	5	4	3	2	1	9
F.	Local court system	5	4	3	2	1	9

6. Parks, Recreation, and Open Space: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

<i>How satisfied are you with:</i>		<i>Very Satisfied</i>	<i>Satisfied</i>	<i>Neutral</i>	<i>Dissatisfied</i>	<i>Very Dissatisfied</i>	<i>N/A</i>
A.	Greenways and trails	5	4	3	2	1	9
B.	Outdoor athletic fields and courts (e.g., baseball, soccer, futsal, and tennis)	5	4	3	2	1	9
C.	The variety of City recreation opportunities	5	4	3	2	1	9
D.	Customer service provided by the City’s Parks and Recreation staff	5	4	3	2	1	9
E.	The availability of open space						
F.	The length of your commute to your	5	4	3	2	1	9

	desired recreation amenities						
	Overall quality of the following City recreation opportunities:						
G.	Aquatic programs	5	4	3	2	1	9
H.	Athletic programs	5	4	3	2	1	9
I.	Recreation Center programs	5	4	3	2	1	9
J.	Cultural programming (e.g., events, concerts, and festivals)	5	4	3	2	1	9

7. Which **TWO** of the Parks, Recreation, and Open Space items listed above do you think should receive the most emphasis from City and County leaders over the next **TWO** Years? (Write in the letters below using the letters from the list in Question 6).

1st.:_____ 2nd.:_____

8. **Maintenance.** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
A.	Condition of streets in YOUR Neighborhood	5	4	3	2	1	9
B.	Condition of sidewalks in YOUR neighborhood	5	4	3	2	1	9
C.	Condition of bicycle facilities (e.g., bike lanes, bike parking, etc.)	5	4	3	2	1	9
D.	Cleanliness of streets	5	4	3	2	1	9
E.	Cleanliness and appearance of medians and roadsides	5	4	3	2	1	9
F.	Mowing and tree trimming along streets and other public areas	5	4	3	2	1	9
G.	Condition of parks	5	4	3	2	1	9
H.	Condition of recreation centers and facilities	5	4	3	2	1	9
I.	Cleanliness of stormwater drains	5	4	3	2	1	9
J.	Overall appearance of major entryways to Durham	5	4	3	2	1	9

9. Which **TWO** of the maintenance items listed above do you think should receive the most emphasis over the next **TWO** years? (Write in the letters below using the letters from the list above).

1st.:_____ 2nd.:_____

10. **Parking and Transit:** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
A.	Ease of travel by walking	5	4	3	2	1	9
B.	Ease of travel by driving	5	4	3	2	1	9
C.	Ease of travel by biking	5	4	3	2	1	9
D.	Ease of travel by bus (GoDurham/Bull City Connector)	5	4	3	2	1	9
E.	GoDurham routes and schedules	5	4	3	2	1	9
F.	Location of parking facilities	5	4	3	2	1	9
G.	Quality of parking facilities	5	4	3	2	1	9

11. If you do not currently use GoDurham/Bull City Connector, which is your top reason for not riding: Areas served_____ Frequency_____ Hours of Operation_____ Other (Please Explain)_____

12. **Code Enforcement:** For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
A.	Enforcement of junk and debris cleanup on private property	5	4	3	2	1	9
B.	Enforcement of mowing on private property	5	4	3	2	1	9
C.	The enforcement of the ban on parking in front yards	5	4	3	2	1	9
D.	How quickly graffiti is removed in your neighborhood	5	4	3	2	1	9
E.	Response to code enforcement requests for service or complaints	5	4	3	2	1	9

13. Development and Appearance: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
A.	Amount of trees and shrubs retained and/or replaced on new development	5	4	3	2	1	9
B.	Protection of historic buildings	5	4	3	2	1	9
C.	Appearance of houses in your neighborhood	5	4	3	2	1	9
D.	Availability of affordable housing	5	4	3	2	1	9

14. City and County Services: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
A.	Solid waste collection services	5	4	3	2	1	9
B.	Curbside recycling services	5	4	3	2	1	9
C.	Bulky item pick up/removal services (e.g., old furniture, appliances, etc.)	5	4	3	2	1	9
D.	Yard waste (leaves/tree limbs) collection services for subscriber members	5	4	3	2	1	9
E.	City Waste Disposal Center (2115 East Club)	5	4	3	2	1	9
F.	County Solid Waste Convenience Centers	5	4	3	2	1	9
G.	Quality of drinking water	5	4	3	2	1	9
H.	Sewer services	5	4	3	2	1	9
I.	Stream and lake protection	5	4	3	2	1	9
J.	Drainage of city streets	5	4	3	2	1	9

15. Economic Development: For each of the following, please rate your satisfaction with each item on a scale of 1 to 5 where 5 means “very satisfied” and 1 means “very dissatisfied.”

<i>How satisfied are you with:</i>		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
A.	Access to training and development for the under-employed and unemployed	5	4	3	2	1	9
B.	Resources to support small business development	5	4	3	2	1	9
C.	Proximity of your neighborhood to shopping opportunities	5	4	3	2	1	9
D.	Proximity of your neighborhood to arts and cultural amenities	5	4	3	2	1	9

The following sections address City and County customer service experience individually. If you are a City resident, complete BOTH question 16 and 17. If you are a County resident outside of City limits, complete section 17 ONLY.

City Residents ONLY

16A. During the past year, have you or other members of your household contacted the City of Durham employees or visited the website to seek services, ask a question, or file a complaint?

___ (1) Yes (Answer 16B, sections A – L)

___ (2) No (Go to Question 17A)

16B. (Only if “YES” to Question 16A) Using a 5-point scale where 5 means “very satisfied” and 1 means “very dissatisfied,” please rate your satisfaction with the City employees you have contacted with regard to the following:

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
A.	How easy they were to contact	5	4	3	2	1	9
B.	Courtesy of employees	5	4	3	2	1	9
C.	Accuracy of the information and assistance you were given	5	4	3	2	1	9
D.	Time it took for your request to be completed	5	4	3	2	1	9
E.	How well your issue was handled	5	4	3	2	1	9
F.	The resolution to your issue/concern	5	4	3	2	1	9
G.	Availability of information about City programs and services	5	4	3	2	1	9
H.	Ease of locating information on the City website	5	4	3	2	1	9
I.	Ease of paying water bill	5	4	3	2	1	9
J.	Your experience engaging with the local government process	5	4	3	2	1	9
K.	Level of public involvement in local decisions	5	4	3	2	1	9
L.	City efforts to keep you informed about local issues	5	4	3	2	1	9

All Residents of Durham County

17A. During the past year, have you or other members of your household contacted the County of Durham to seek services, ask a question, or file a complaint?

___ (1) If Yes (Answer Question 17B, sections A – F)

___ (2) If No (Go to Question 18)

17B. (Only if “YES” to Question 17A) Using a 5-point scale where 5 means “very satisfied” and 1 means “very dissatisfied,” please rate your satisfaction with the County employees or websites you have reached with regard to the following:

How satisfied are you with:		Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	N/A
A.	How easy they were to contact	5	4	3	2	1	9
B.	Courtesy of employees	5	4	3	2	1	9
C.	Accuracy of the information and assistance you were given	5	4	3	2	1	9
D.	Time it took for your request to be answered	5	4	3	2	1	9
E.	The ease of use and accuracy of information on the County's website	5	4	3	2	1	9
F.	How well your issue was handled	5	4	3	2	1	9

18. How do you hear or receive information about community issues, services, and events? (Check all that apply)

- ☐ (01) Durham Citizens' Newsletter (with water bill)
☐ (02) The Herald-Sun, News and Observer, or other local newspapers
☐ (03) Local Television or radio news
☐ (04) Government Access Channel 8 (DTN)
☐ (05) Durham Convention Center Visitors Bureau
☐ (06) Local government produced brochures and pamphlets
☐ (07) City Manager's Weekly E-Newsletter
☐ (08) Local government representatives at events or meetings
☐ (09) Community blogs, listserv, social media

- ☐ (10) Social media outlets run by City or County (Facebook, Twitter, or Youtube Pages)
☐ (11) Paid advertising in local media outlets (radio/TV/newspapers/magazines)
☐ (12) Televised City Council or County Commissioners meetings
☐ (13) Durham One Call (560-1200)
☐ (14) City website (www.DurhamNC.gov)
☐ (15) County Website (www.DCONC.gov)
☐ (16) Friends/neighbors
☐ (17) Other _____

19. Which method do you use to watch DTN (programming includes City Council and County Commissioner Meetings, In Touch with Durham County, and City Hall This Week)?

- ☐ (1) on TV ☐ (2) Online ☐ (3) Do not watch

20. Overall Ratings of the Community. Using a scale of 1 to 5 where 5 means "excellent" and 1 means "poor," please rate the City of Durham with regard to the following:

How would you rate the City of Durham:		<i>Excellent</i>	<i>Good</i>	<i>Neutral</i>	<i>Below Average</i>	<i>Poor</i>	<i>N/A</i>
A.	As a place to live	5	4	3	2	1	9
B.	As a place to work	5	4	3	2	1	9
C.	As a place to play	5	4	3	2	1	9
D.	As a place to raise children	5	4	3	2	1	9
E.	As a place to retire	5	4	3	2	1	9
F.	As a place to visit	5	4	3	2	1	9
G.	As a place to start a business	5	4	3	2	1	9
H.	As a city that is moving in the right direction	5	4	3	2	1	9

21. If the City or County had an additional \$100, how would you allocate the money to enhance the below categories (please be sure your total adds up to \$100)?

- | | |
|---|--|
| <input type="checkbox"/> Road Improvements (widening streets, addition of bike lanes) | <input type="checkbox"/> Construction of new sidewalks |
| <input type="checkbox"/> Athletic facilities (soccer / baseball / tennis) | <input type="checkbox"/> Affordable Housing |
| <input type="checkbox"/> Aquatics facilities | <input type="checkbox"/> Parking facilities |
| <input type="checkbox"/> Trails and greenways | <input type="checkbox"/> Universal Pre-K |
| <input type="checkbox"/> Repair and restore deteriorating infrastructure | <input type="checkbox"/> Senior Programming |
| <input type="checkbox"/> Developing public safety facilities and staffing | <input type="checkbox"/> Enhanced Court Services |
| | <input type="checkbox"/> Health and Wellness initiatives |

22. Which of the above would you be willing to support with higher taxes:

_____ None

23. How willing would you be to pay fees instead of taxes to pay for improvements to City services that you use or benefit from?

- ☐ (1) Very willing ☐ (2) Willing ☐ (3) Not Sure ☐ (4) Not Willing

24. (Optional) What is the most significant issue(s) you think Durham will face over the next five years?

25. (Optional) What area(s) would you like the City and County to devote more resources to?

26. (Optional) What do you like BEST about living in Durham?

27. (Optional) What do you like LEAST about living in Durham?

28. Approximately how many years have you lived in Durham?

- | | |
|--|---|
| <input type="checkbox"/> (1) Less than 5 years | <input type="checkbox"/> (3) 11-20 years |
| <input type="checkbox"/> (2) 5-10 years | <input type="checkbox"/> (4) More than 20 years |

28. What is your age?

- | | |
|---|--|
| <input type="checkbox"/> (1) Under 25 years | <input type="checkbox"/> (5) 55-64 years |
| <input type="checkbox"/> (2) 25-34 years | <input type="checkbox"/> (6) 65-74 years |
| <input type="checkbox"/> (3) 35-44 years | <input type="checkbox"/> (7) 75+ years |
| <input type="checkbox"/> (4) 45-54 years | |

30. What is your gender?

- ☐ (1) Female ☐ (2) Male

31. Do you own or rent your current residence?

- ☐ (1) Own ☐ (2) Rent

32. Which of the following best describes your race/ethnicity? (Check all that apply)

- | | |
|---|---|
| <input type="checkbox"/> (1) Asian/Pacific Islander | <input type="checkbox"/> (4) Black/African American |
| <input type="checkbox"/> (2) White | <input type="checkbox"/> (5) Other: _____ |
| <input type="checkbox"/> (3) American Indian/Eskimo | |

33. Are you of Hispanic, Latino, or other Spanish ancestry?

- ☐ (1) Yes ☐ (2) No

34. Would you say your total annual household income is:

- | | |
|---|---|
| <input type="checkbox"/> (1) Under \$30,000 | <input type="checkbox"/> (3) \$60,000 to \$99,999 |
| <input type="checkbox"/> (2) \$30,000 to \$59,999 | <input type="checkbox"/> (4) \$100,000 or more |

35. What is your home zip code? _____

If you have other comments about ways to improve the quality of City or County services, please write your comments below. Your responses will remain completely confidential. The information printed on the sticker will ONLY be used to help identify which areas of the community are having difficulties with local government provided services. If your address is not correct, please provide the correct information.

This concludes the survey. Thank you for your time!

Please return your completed survey in the enclosed postage-paid envelope addressed to:
ETC Institute, 725 W. Frontier Circle, Olathe, KS 66061

Your responses will remain Completely Confidential. The information printed on the sticker to the right will ONLY be used to help identify which areas of the City are having problems with city services. If your address is not correct, please provide the correct information.